

CITY OF COMMERCE TRANSPORTATION DEPARTMENT

MEDI-RIDE

Guide



For Senior Citizens and the Disabled



This brochure is designed to make riding the City of Commerce Medi-Ride system safe, easy, and convenient.

For more information, please call (323) 887-4480.

Para Español, por favor vea la contraportada.

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General Information

The City of Commerce Medi-Ride service is owned and operated by the City of Commerce. Under the provisions of the Americans with Disabilities Act of 1990, Commerce Bus Operators are well-trained, experienced, and committed to providing a safe, dependable, and accessible transportation service.

Following the guidelines and suggestions outlined in this booklet will help to make your Medi-Ride trip an enjoyable experience. We look forward to and welcome the opportunity to serve your transportation needs.

Eligibility

City of Commerce Medi-Ride is a shared ride program, complimentary Para-transit transportation service designed for seniors, 50 years of age or older, and for residents with a disability. Medi-Ride transportation services are provided on a "curb-to-curb" basis. All of our vehicles are wheelchair accessible.

Rides are free of charge to senior citizens and Commerce residents with a disability. If your doctor's office is within a 12-mile radius of City Hall, you may schedule your trip during weekdays between 8:00 a.m. and 3:00 p.m.

Schedule and Days of Operation

The City of Commerce operates its complimentary Medi-Ride service during the following days/hours:

Monday - Friday 8:00 a.m. - 3:00 p.m.

(On a first come, first serve basis)

No Medi-Ride services are provided on Saturday, Sunday, or the following holidays:

New Year's Day	Memorial Day
Thanksgiving Day	Martin Luther King Day
Independence Day	Day after Thanksgiving
Lincoln's Birthday	Labor Day
Christmas Eve	President's Day
Veteran's Day	Christmas Day

Medi-Ride Registration



The Transportation Department is located in the City of Commerce - Transportation Facility; 5555 Jillson Street, Commerce, California 90040. For more information, please call (323) 887-4480.

Prior to accessing any Medi-Ride service, you will be required to register with the Transportation Department. To register for the Medi-Ride program you have to provide the Dispatcher with the following information:

1. Resident's card;
2. First and last name of the eligible passenger;
3. Home address;
4. Telephone number;
5. Type of mobility device used, if applicable;
6. Emergency contact information, including telephone number; and
7. If under the age of 50 years, please provide a doctor's letter stating need for transportation assistance.

Change of Information

In order to maintain current passenger information, please inform Medi-Ride Dispatchers in the event of a change in any of the following:

1. Home address/Mailing address
2. Telephone number;
3. Mobility issues; and/or
4. Emergency contact information.

Accessibility

City of Commerce Medi-Ride vans are fully wheelchair accessible. Disabled individuals, who require a Personal Care Attendant (PCA), may have the attendant accompany them at no cost. However, the need for a PCA must be identified during the reservation process.

Special Requirements

Medi-Ride passengers are encouraged to communicate any special requirements at the time the trip reservation is made. This information will assist the Transportation Dispatchers in scheduling your transportation request, and eliminating unnecessary delays.

Disabled individuals, who require a Personal Care Attendant (PCA), must have an attendant accompany them when using Medi-Ride Services.

Trip Reservations

Trip reservations may be requested for up to thirty (30) days in advance. All same day requests for service are accepted on a "space available/stand-by" basis.

To ensure prompt and timely service for all, we request that passengers be ready to board the van 15 minutes prior to their appointment time.

We definitely recognize that unexpected events may cause a passenger not to be ready to board when the van arrives; however, to avoid inconveniencing other passengers, drivers can only wait 5 minutes before departing. Any passenger who is not ready to board the van within that 5-minute period may be placed on a "space available/stand-by" schedule.

Scheduling Information

Medi-Ride transportation is a shared ride service, therefore, you will need to inform the Dispatcher, at the time your reservation is booked, if you will be traveling with a friend or Personal Care Attendant. We cannot ensure seating space for any unscheduled passengers.

Fares

City of Commerce Medi-Ride service is Free of Charge to all eligible residents.

- Personal Care Attendant (PCA) accompanying an Medi-Ride certified passenger may travel free of charge. However, the need for a PCA must be identified during the certification and reservation process.

Reserving A Trip

To reserve a trip after completing the registration process, please call Transportation Dispatchers at (323) 887-4480. Please be ready to answer the following questions:

1. Your first and last name;
2. Date of travel;
3. Pick-up address along with suite, apartment and/or space number;
4. Time of your Appointment;
5. Your destination's address along with suite, apartment and/or space number;
6. Will your trip include the use of a mobility device?
7. Will your trip include a Service Animal; and
8. Will a companion or PCA accompany you?



Helpful Riding Tips

● Best Time of Day to Travel

The best time of day to travel on Medi-Ride is between the hours of 10:30 a.m. and 1:00 p.m. This is our least busy time and rides may be available sooner.

● Same Day Trip Requests

Are accepted on a space available basis.

Return Trips

When you are ready for your “return trip” pick-up, please contact Dispatch at (323) 887-4480. A driver shall be dispatched to your location as soon as possible. Wait times can vary up to one hour or more, based on van availability

When Should I Consider My Driver Late?

You should consider your driver late if he/she has not arrived fifteen minutes after your scheduled pick up time. If the driver has not arrived by fifteen minutes past your scheduled pick-up time, please call Dispatch at (323) 887-4480.

● **Medi-Ride Drivers** – Medi-Ride Drivers are required to remain in the immediate area of their van. Please do not request assistance beyond this point.

● Medi-Ride Drivers are not required to:

- Search for scheduled passengers;
- Lose sight of their van;
- Enter a private residence (including garages);
- Lift or carry a passenger;
- Carry you or a mobility device up or down steps; or
- Escort you beyond the curb to board or alight the van.

Mandatory Seatbelt Usage

All passengers are required to securely fasten his/her seatbelt, prior to being transported in any Commerce Medi-Ride vehicle. If passenger cannot be safely secured in vehicle, they will not be allowed to ride the Medi-van.

If necessary, your Medi-Ride driver is prepared to provide any assistance necessary in securing your seatbelt.

Mobility Devices

A mobility device is any mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by persons with mobility impairments, whether operated manually or powered. Americans with Disabilities Act regulations allow a passenger using a mobility device to board a Para-transit van facing either forward or backward.

For safety purposes, all passengers using manual wheelchairs who require the assistance of the driver will be boarded facing away from the van.

The ADA defines a “common wheelchair” as a wheelchair which does not exceed 30 inches in width, 48 inches in length (measured two inches from the ground), and which weighs no more than 600 pounds when occupied. Mobility devices exceeding these standards may not be transportable.

City of Commerce Medi-Ride services are provided on a curb-to-curb basis. Should you require assistance beyond the curb, please arrange to travel with a PCA or Companion.

All mobility devices must have operable brakes.

Any questions concerning the size and/or transportability of mobility devices can be handled by a Transportation Supervisor by calling (323) 887-4419. Arrangements will be made to address your concerns before scheduling an appointment.

Boarding & Exiting a Para-transit Van



To ensure the safety of our passengers, please do not attempt to board or exit any Medi-Ride van until the driver is positioned at the passenger door and ready to render assistance, if necessary.

Transporting Animals

The Americans with Disabilities Act allows the public transportation of "Service Animals". Please inform the Dispatcher that you will be traveling with a Service Animal at the time you reserve your trip.

Transporting Life Support Equipment

Medi-Ride passengers may travel with portable respirator, oxygen, and/or other life support equipment as long as it does not violate Federal laws relating to transportation of hazardous materials. Additionally, any such equipment must fit into the van safely and without obstructing the aisle and/or blocking emergency exits.

Transporting Packages

In an effort to ensure passenger safety and comfort, Medi-Ride passengers are required to limit all shopping trips to a minimum of three bags. Packages of any kind are prohibited from blocking the aisle. City of Commerce drivers are required to lift passenger packages weighing less than 20 pounds between the curb and interior of the van only.

Customer Service

City of Commerce welcomes your compliments, complaints, and suggestions. We are committed to using customer input as a tool to improve the quality of service. It has been our experience that most problems can be easily resolved. Our entire staff wants to serve you as efficiently and professionally as possible.

However, if you do not call and make us aware that you are having a problem, the problem may persist. We are committed to protecting the confidentiality of our riders. However, please keep in mind that anonymous service complaints cannot receive responses. See below for an explanation of City of Commerce complaint resolution process.

Rules and Regulations

Our Medi-Ride service enforces all internal safety policies, as well as criminal statutes and municipal ordinances to ensure the safety of our passengers and the public at large.

Here is a list of some of those policies that are meant to help you and your fellow passengers enjoy a safe and stress-free ride:

- Adhere to the Missed Trip Policy;
- No Smoking;
- No pets or animals (except service animals);
- No eating or drinking aboard the bus;
- No persons under the influence of alcohol or illegal drugs;
- No weapons of any type;
- The use of portable audio equipment without headphones is prohibited;
- Passengers must maintain acceptable standards of personal hygiene;
- No abusive, threatening or obscene language or behavior towards passengers or City employees;
- Keep the aisles clear of carts, packages, and/or any other obstructions.

Missed Trip Policy

City of Commerce Medi-Ride has implemented a Missed Trip policy to emphasize the importance of meeting scheduled trips, or providing notification of cancellation.

● **Trip Cancellations:**

Other passengers are impacted by the resulting delays when a passenger fails to show for a scheduled trip. Therefore, all Medi-Ride passengers are requested to provide notification of a canceled trip no less than two (2) hours prior to the scheduled trip. Failure to cancel within the allotted time period may result in denial of service to other passengers. To cancel a scheduled trip, please call Dispatch at (323) 887-4480.

● **No-Show:**

Passengers who are not present when the van arrives for a scheduled trip or one who does not cancel a scheduled trip up to (2) hours in advance of a scheduled trip are referred to as a “No-show” violation.

In accordance with City of Commerce Missed Trip policy:

The first “No-show” violation will result in a telephone call regarding the incident and the resulting impact of the violation.

A second “No-show” violation occurring within 90-days of the first incident will result in a letter to the passenger from the Transportation Supervisor reinforcing the “Missed Trip” policy.

A third “No-show” violation occurring within 90-days of the first incident will result in a one (1) week suspension of Medi-Ride transportation services.

Subsequent “No-show” violations occurring within 90-days of the first incident will result in an additional week suspension of Medi-Ride transportation services.

● **Appeal Process:**

Medi-Ride passengers are provided an opportunity to appeal the suspension of transportation services, prior to implementation of said decision. Appeals may be submitted in person or in writing to:

City of Commerce – Transportation Department
Assistant Director of Transportation
5555 Jillson Street
Commerce, California 90040

Complaint Resolution

Because it is important to us that all of our riders have a positive experience on our system, we welcome your comments, complaints, and suggestions. If you experienced a problem, please contact us as soon as possible.

● **To file a complaint, please provide the following information:**

- Your name, address, and telephone number;
- Date and time of the incident; and
- Details of the incident, along with the bus or van number, if applicable.

● **All comments may be submitted in writing to:**

City of Commerce – Transportation Department
Assistant Director of Transportation
5555 Jillson Street
Commerce, California 90040

Or you may speak directly with the Assistant Director of Transportation, by calling (323) 887-4419.

The Assistant Director will research your concerns and make a determination.